WORKSTATION ON WHEELS (WOW) TROUBLESHOOTING

Key Pad sign-in will not work

1. Check the **Power Indicator Switch** on the upper left hand corner of the work surface to make sure power is on the cart - make sure the 1st green light is on.
    a. If the green light is not on, press the **Power Button** below the green light and hold for seconds until the cart powers on.
2. If key pad still does not work, **contact Help Desk** (44357) to have cart password reset.
3. Use the **manual override keys** (ask you unit leads where these are kept) to unlock bins from rear.

No power to workstation

1. Check the **Power Indicator Switch** on the upper left hand corner of the work surface to make sure power is on the cart - make sure the 1st green light is on.
    a. If the green light is not on, press the Power Button below the green light and hold for seconds until the cart powers on.
2. If still no Power, **plug workstation into electrical outlet** and charge.
3. If still having issues - **contact Help Desk** (44357) - if workstation drained for too long the lithium battery will require manual reboot by Help Desk.

Drawers will not open

1. Try to **lock** and **unlock** the drawer
2. **Enter you access code** again - ensure you press enter.
3. Use the **manual override keys** (ask your unit leads where these are kept) to unlock bins from rear.

Drawers will not lock

1. Make sure the drawer is completely closed.
2. Try to **unlock** and **lock** the drawer.
3. Check to **ensure manual lock** (on rear of medication bins) is engaged - if this lock is open, the medication bins will not lock.
4. If issue persists, **contact Help Desk** (44357).

Workstation alarms and power indicator flashing amber or red

1. **Plug workstation into electrical outlet** immediately to be charged.